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EXAMINER	
NGUYEN, THANH T	
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/606,028	CHONG ET AL.	
	Examiner	Art Unit	
	Tammy T. Nguyen	2144	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE *(3)* MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *October 5, 2007*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-19,35-55,72-75 and 80* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☐ Claim(s) _____ is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☒ Claim(s) *1-19,35-55,72-75 and 80* are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☐ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☒ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date *10/5/07*.

4)☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application

6)☐ Other: _____.

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Detailed Office Action

1. This action is in response to the amendment filed on October 5, 2007.

2. Claims 6, 17, and 53 are canceled.

3. Claims 1-5, 7-16, 18-19, 35-52, 54-55, 72-75, and 80 are pending.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5. Claims 1-5, 7-16, 18-19, 35-52, 54-55, 72-75, and 80 are rejected under 35 U.S.C. 103(a) as being unpatentable over Jame D. Flavin., (hereinafter Flavin) U.S. Publication No. US 2002/0038331 A1 in view of Baker et al., (hereinafter Baker) Publication No. US 2002/0054587 A1.

6. As to claim 1, Flavin discloses the invention substantially as claimed, Flavin discloses a method for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, comprising: receiving from a

user selected information for monitoring [see page 8, paragraph 0088] (*the web page includes a link for each application that the user may select*), monitoring application performance in accordance with the selected information, and making monitored performance information available to the user in accordance with the selected information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule records.

7. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current

time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule records [see Baker paragraphs 0072, 0083, 0085, 0108, 0142-0143].

8. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

9. As to claim 2, Flavin discloses the invention as claimed, wherein the user is prompted to identify a scope of information to be monitored, and wherein application server performance is monitored in accordance with the selected scope [see page 7, paragraph 0079].

10. As to claim 3, Flavin discloses the invention as claimed, wherein said scope comprises a first monitoring level wherein the selected information comprises request level data and server level wherein the selected information includes availability management including information as to whether a particular application is running on a particular server, system resources including information as to an amount of available memory and a number of available connections, and basis request data including a number of requests being made and a number of requests being completed data [see page 8, paragraph 0091] (ranked by performance score).

11. As to claim 4, Flavin discloses the invention as claimed,wherein said scope further comprises a second monitoring level wherein the selected information

further comprises API level data, for problem determination for servers with a high volume of transactions and occasional instability [see page 1, paragraph 0071].

12. As to claim 5, Flavin discloses the invention as claimed, wherein said scope further comprises a third monitoring level, wherein the selected information further comprises method level data, for problem determination for servers that have been selected for diagnostics, detailed workload characterization and profiling [see page 8, paragraph 0091] (ranked by performance score).

13. As to claim 7, Flavin discloses the invention substantially as claimed, Flavin discloses including a method for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, comprising the steps of prompting a user to select a server or server group, a resource, and a threshold or condition for notification in response to the prompting comparing the value or quality of a parameter to the threshold or condition, and, if the parameter reaches the threshold or condition, logging information concerning the parameter [see page, paragraph 0048, 0054-0057]. However, Flavin does not explicitly discloses receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap wherein a trap is capable of providing a notification or alert to the user.

14. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap wherein a trap is capable of providing a notification or alert to the user [see Baker paragraphs 0084, and 0142].

15. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

16. As to claim 8, Flavin discloses the invention as claimed, further comprising comparing the parameter to criteria for notifying a user, and notifying a user if the criteria are met [see page 8, paragraph 0091].

17. As to claim 9, Flavin discloses the invention as claimed, wherein the threshold or condition is a value of a resource, wherein the value depends on the particular type of resource and further comprising: in response to the threshold or condition being met, evaluating whether an alert condition has been trigger, and in response to the alert condition having been triggered, communicating the alert condition to the user [see page 7, paragraph 0078].

18. As to claim 10, Flavin discloses the invention as claimed, wherein the resource is a property of a method [see page 7, paragraph 0078].

19. As to claim 11, Flavin discloses the invention as claimed, wherein the resource is CPU time [see page 7, paragraph 0085].

20. As to claim 12, Flavin discloses the invention as claimed, wherein the threshold or condition is a number of hits, and further comprising; in response to a request or statement meeting the threshold or condition, incrementing a hit counter, and in response to sufficient hits being counted, reaching an alert condition [see page 5;

paragraph 0059].

21. As to claim 13, Flavin discloses the invention as claimed, wherein the resource is a request, and the condition is a string contained in the request [see page 5, paragraph 0060].

22. As to claim 14, Flavin discloses the invention as claimed, wherein the resource relates to application server performance, and the condition is percentage of CPU time [see page 7, paragraph 0085].

23. As to claim 15, Flavin discloses the invention substantially as claimed, Flavin discloses including a method for monitoring the performance of applications running on a plurality of servers in a distributed computer system, comprising: providing the user with performance information, receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user, receiving from the user a request for more specific performance information, and providing more detailed performance information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend

analysis to the user.

24. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user [see Baker paragraphs 0072, and 0136].

25. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

26. As to claim 16, Flavin discloses the invention as claimed, further comprising receiving from the user selection of server availability analysis [see page 6, paragraph 0074].

27. As to claim 18, Flavin discloses the invention as claimed, further comprising receiving a request for a decomposition report on a portion of the trend analysis, and providing a decomposition report [see page 6, paragraph 0070].

28. As to claim 19, Flavin discloses the invention substantially as claimed, further comprising receiving a request for a detail report on portion of the decomposition report, and providing a detail report [see page 7, paragraph 0081].

29. As to claim 36, Flavin discloses the invention substantially as claimed, Flavin discloses including further comprising the steps of providing, in a system running at least one application, a management application having various components for monitoring and management, and monitoring and providing to a user in real-time information concerning configuration of the components and the relationships between the components [see page 7, paragraph 0085, 0087].

30. As to claim 37, Flavin discloses the invention substantially as claimed, Flavin discloses including a system for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, comprising:, means for monitoring application performance in accordance with the selected information received from a user, and [see page 8, paragraph 0088] (*the web page includes a link for each application that the user may select*), and means for making monitored performance information available to the user in accordance with the selected information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule

records.

31. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule records [see Baker paragraphs 0072, 0083, 0085, 0108, 0142-0143].

32. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

33. As to claim 38, Flavin discloses the invention as claimed, further comprising means for prompting a user to identify a scope of information to be monitored, and means for monitoring application server performance in accordance with the selected scope [see page 7, paragraph 0079].

34. As to claim 39, Flavin discloses the invention as claimed, wherein said

scope comprises a first monitoring level wherein the selected information comprises request level data and server level data, wherein the selected information includes availability management including information as to whether a particular application is running on a particular server, system resources including information as to an amount of available memory and a number of available connections, and basis request data including a number of requests being made and a number of requests being completed [see page 8, paragraph 0091] (ranked by performance score).

35. As to claim 40, Flavin discloses the invention as claimed, wherein said scope further comprises a second monitoring level wherein the selected information further comprises API level data, for problem determination for servers with a high volume of transactions and occasional instability[see page 1, paragraph 0071].

36. As to claim 41, Flavin discloses the invention as claimed, wherein said scope further comprises a third monitoring level, wherein the selected information further comprises method level data for problem determination for servers that have been selected for diagnostics, detailed workload characterization and profiling [see page 8, paragraph 0091] (ranked by performance score).

37. As to claim 43, Flavin discloses the invention substantially as claimed, Flavin discloses including a system for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, comprising means for prompting a user to select a server or server group, a resource, and a threshold or condition for notification, means for comparing a value or quality of a parameter on the selected server or server group to the selected threshold or condition, and, means for logging information concerning the selected parameter if the selected parameter reaches

the selected threshold or condition [see page, paragraph 0048, 0054-0057]. However, Flavin does not explicitly discloses means for in response to the prompting, receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap, wherein a trap is capable of providing a notification.

38. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses means for in response to the prompting, receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap, wherein a trap is capable of providing a notification [see Baker paragraphs 0084, and 0142].

39. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

40. As to claim 44, Flavin discloses the invention as claimed, further comprising means for comparing the parameter to criteria for notifying a user, and means for notifying a user if the criteria are met [see page 6, paragraph 0072]

41. As to claim 45, Flavin discloses the invention as claimed, wherein the threshold or condition is a value of a resource, wherein the value depends on the particular type of resource and further comprising: in response to the threshold or

condition being met, evaluating [see page 6, paragraph 0077]. However, Flavin does not explicitly discloses an alert condition has been trigger, and in response to the alert condition having been triggered, communicating the alert condition to the user.

42. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses an alert condition has been trigger, and in response to the alert condition having been triggered, communicating the alert condition to the user [see Baker paragraphs 0084, and 0142].

43. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

44. As to claim 46, Flavin discloses the invention as claimed, wherein the resource is a property of a method [see page 7, paragraph 0083].

45. As to claim 47, Flavin discloses the invention as claimed, wherein the resource is CPU time [see page 7, paragraph 0085].

46. As to claim 48, Flavin discloses the invention as claimed, wherein the threshold or condition is a number of hits, and further in response to a request or statement meeting the threshold or condition, incrementing a hit counter, and in response to sufficient hits being counted [see page 5, paragraph 0059]. However, Flavin does not explicitly discloses an alert condition has been trigger, and in response to the alert condition having been triggered, communicating the alert condition to the user.

47. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses an alert condition [see Baker, paragraphs 0084, and 0142].

48. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

49. As to claim 49, Flavin discloses the invention as claimed, wherein the resource is a request, and the condition is a string contained in the request [see page 5, paragraph 0060].

50. As to claim 50, Flavin discloses the invention as claimed, wherein the resource relates to application server performance, and the condition is percentage of CPU time [see page 7, paragraph 0085].

51. As to claim 51, Flavin discloses the invention substantially as claimed, Flavin discloses including a system for monitoring the performance of applications running on a plurality of servers in a distributed computer system, comprising means for providing the user with performance information, means for providing more detailed performance information in response to a user request for more detailed performance information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses receiving from a user a selection of one of request analysis, method analysis,

SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user.

52. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user [see Baker paragraphs 0072, and 0136].

53. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

54. As to claim 52, Flavin discloses the invention as claimed, further comprising a means for receiving from the user selection of server availability analysis [see page 6, paragraph 0074].

55. As to claim 54, Flavin discloses the invention as claimed, further comprising the step of receiving a request for a decomposition report on a portion of the trend analysis, and providing a decomposition report [see page 6, paragraph 0070].

56. As to claim 55, Flavin discloses the invention substantially as claimed, further comprising the steps of receiving a request for a detail report on portion of the decomposition report, and providing a detail report [see page 7, paragraph 0081].

57. As to claims 72, and 80, Flavin discloses the invention substantially as claimed, Flavin discloses including a method for monitoring of performance of applications in a distributed environment, comprising the steps of providing, in a system running at least one application, a management application having various components for monitoring and management, and monitoring and providing to a user in real-time information concerning configuration of the components and the relationships between the components [see page 7, paragraph 0085, 0087].

58. As to claim 73, Flavin discloses the invention substantially as claimed, Flavin discloses including a system for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, said program consisting of instructions store on a medium, said instructions, when executive on processor causing the processor to execute: receiving from a user selected information for monitoring, monitoring application performance in accordance with the selected information [see page 8, paragraph 0088] (*the web page includes a link for each application that the user may select*), and means for making monitored performance information available to the user in accordance with the selected information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses wherein the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user

identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule records.

59. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses wherein the selected information for monitoring includes user selection of a level of monitoring, wherein each level of monitoring provides a different level of detail, receiving from the user identification of a schedule for monitoring of the selected information, wherein the schedule consists of a group of schedule records, each of which is a combination of a start date and time and a monitoring level, and in accordance with the identified schedule, wherein the monitoring commences with a first schedule record, wherein the monitoring changes when a current time is a start time and date of another schedule record, and wherein the monitoring continues through successive schedule records [see Baker paragraphs 0072, 0083, 0085, 0108, 0142-0143].

60. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

61. As to claim 74, Flavin discloses the invention substantially as claimed, Flavin discloses including a method for monitoring the performance of applications running on a plurality of servers in a distributed computing environment, comprising the steps of prompting a user to select a server or server group, a resource, and a threshold or condition for notification, in response to the prompting, comparing the value or quality of a parameter to the threshold or condition, and if the parameter reaches the threshold or condition, logging information concerning the parameter [see page, paragraph 0048, 0054-0057]. However, Flavin does not explicitly discloses receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap, wherein a trap is capable of providing a notification of alert to the user.

62. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses receiving from the user information used for one of a threshold condition type of trap, a number of hits type of trap, and a resource consumption type of trap, wherein a trap is capable of providing a notification of alert to the user [see Baker paragraphs 0072, 0083-0085, 0108, 0142-0143].

63. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

64. As to claim 75, Flavin discloses the invention substantially as claimed, Flavin discloses including a system for monitoring the performance of applications running on a plurality of servers in a distributed computer system, comprising means for providing the user with performance information, and means for providing more detailed performance information in response to a user request for more detailed performance information [see page 8, paragraph 0093] (*monitoring processes frequently monitor performance criteria of application servers*). However, Flavin does not explicitly discloses receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user.

65. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses receiving from a user a selection of one of request analysis, method analysis, SQL analysis, and application server analysis, prompting the user to select a metric, wherein the metric is based on the user selection of one of the request analysis, the method analysis, the SQL analysis, and the application server analysis, in response to receiving the metric from the user, providing a trend analysis to the user [see Baker paragraphs 0072, and 0136].

66. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and

supported by various processors having a wide range of processing capabilities [see paragraph 0021].

67. As to claim 80, the computer program product of claim 73, Flavin does not explicitly discloses comprising: providing, in a system running at least one application, a management application having various components for monitoring and management, and monitoring and providing to a user in real-time information concerning configuration of the components and the relationships between the components.

68. In the same field of endeavor, Baker discloses (e.g., Integrated customer web station for web based call management). Baker discloses providing, in a system running at least one application, a management application having various components for monitoring and management, and monitoring and providing to a user in real-time information concerning configuration of the components and the relationships between the components [see Baker paragraphs 0072, and 0142-0144].

69. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Baker's teachings of Integrated customer web station for web based call management with the teachings of Flavin, for the purpose of providing services to bother web client and routing engine and supported by various processors having a wide range of processing capabilities [see paragraph 0021].

Conclusion

70. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

71. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Tammy T. Nguyen whose telephone number is 571-272-3929. The examiner can normally be reached on Monday - Friday 8:30 - 5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, ***William Vaughn*** can be reached on 571-272-3922. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you

have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

TN

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